A Brief Guide to VA Community Care for Veterans

VA offers Community Care to eligible military Veterans under the VA MISSION Act

Eligibility

Veterans must meet specific eligibility criteria to receive care with a community provider.

ELIGIBILITY CRITERIA INCLUDES:

1. Veteran needs a service that is not available at a VA
2. Veteran's drive time or wait time is extensive
3. Veteran and their provider agree it is in the Veteran's best medical interest to be referred to a community provider

Process

1. **Eligibility:** VA staff member confirms a Veteran's eligibility to receive community care.
2. **Selecting a Community Provider:** VA staff member assigns the community provider and schedules an appointment with a provider in VA's network.
3. **Appointment:** Once the appointment has been scheduled, an authorization will be sent to the community provider. An appointment confirmation will be sent to the Veteran.

REQUESTING ADDITIONAL SERVICES:

The Community Provider must submit all requests for additional services to the VA Community Care Office at the West Palm Beach VA Medical Center for review and approval.

Veterans who have concerns regarding their Community Care consult may call 561-422-5777, option 5.

Emergency Care

A medical emergency is an injury, illness or symptom so severe that without immediate treatment, you believe your life or health is in danger. If you believe your life or health is in danger, call 911 or go to the nearest emergency department right away.

It is important to promptly notify VA after receiving emergency care at a community emergency department. Notification should be made within 72 hours of admission to a community medical facility.

Contact the Centralized Emergency Care Notification Call Center at 1-844-724-7842.

Please do not give your Medicare or any health insurance information to the community care provider; once the provider bills Medicare or any of your insurances, you will be responsible for any co-pays.

Urgent Care

VA offers urgent care services to eligible Veterans at VA medical facilities or at in-network community urgent care clinics. To receive care with an in-network urgent care provider, you must:

1. Be eligible.
2. Go to an in-network urgent care provider.
3. Pay a VA copayment (if applicable) after the visit, which is billed separately by VA.

To confirm eligibility call 1-844-698-2311. To find an in-network urgent care provider, call 1-877-881-7618.

Bring a valid, government-issued photo ID to the in-network urgent care location/pharmacy. Please do not give your Medicare or any health insurance information to the Urgent Care Center.

Prescriptions

Prescriptions should be presented to and filled by the nearest VA pharmacy.

Veterans can receive short-term prescription medication for a 14-day or fewer supply that can be filled at a non-VA pharmacy. A prescription for more than a 14-day supply must be filled by VA.

Prescriptions must be filled in the same state as the Veteran's urgent care visit. If the Veteran does not go to an in-network pharmacy or goes to a pharmacy located in another region from where their urgent care took place, the Veteran may have to pay out of pocket and seek reimbursement from the VA.

Please call 1-877-881-7618 to find an in-network pharmacy.

Enrolled Veterans may be eligible for care through a provider in their local community. For questions, please call **561-422-6838, option 4.**

VA provides this care based on a Veteran's health care needs or circumstances, and if they meet specific eligibility criteria.

This care is provided on behalf of and paid for by VA.

VA MEDICAL CENTER
OFFICE OF COMMUNITY CARE
**561-422-5777, option 5**

URGENT CARE

Veterans can confirm their urgent care eligibility by calling **1-844-698-2311**.
To locate an in-network urgent care provider or pharmacy, call **1-877-881-7618** (8 a.m.–8 p.m. EST) or visit: ***www.va.gov/find-locations/***

CENTRALIZED EMERGENCY CARE NOTIFICATION CALL CENTER
1-844-724-7842
Community Emergency Providers must call this number if you go to an emergency room or get admitted to a community hospital. For more information, visit:
https://www.va.gov/communitycare/
or scan the QR code:

Need to enroll? Call our Eligibility Center at:
561-422-6838, option 4
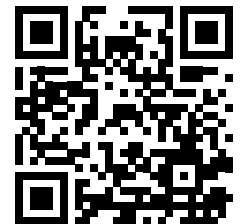
Veterans Crisis Line
1-800-273-8255 PRESS 1

VA | **U.S. Department of Veterans Affairs**
Veterans Health Administration
West Palm Beach VA Medical Center